DuVoice

Integration Notes #764 Samsung DCS

Title: Integration Notes for Samsung DCS, DCS Compact, DCS 50si, and DCS 400si

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Overview

The Samsung DCS provides advanced voice mail features through complex DTMF strings. This integration works for all products in the Samsung DCS family, including the DCS, DCS Compact, DCS 50si and DCS 400si. It is imperative that the following programming be followed *exactly* to insure the DCS and voicemail system will work together properly. Several DCS parameters default to settings which will cause problems for the voicemail if not changed accordingly.

Theory of Operation

This is a inband integration. The voicemail system functions with the following inband information: #xxx for forwarding calls and *xxx for voicemail access.

Critical Considerations

Programming the phone system requires a manual. We do not provide technical support for phone system programming.

PBX Requirements and Programming

Programming for the DCS Compact is almost identical to the main DCS. A disconnect signal is only provided by 2x4 expansion card on the DCS compact and full cards on the big DCS. Do not use the 2-port DCS Compact single line expansion card or the DCS KDB-SLI ports for voicemail ports.

The expansion kit is required to install voice mail. If the only card in the expansion kit is used for voice mail, use the MIDDLE card slot and NOT the top card slot. This is a known bug in some versions of the DCS Compact.

PBX Programming

MMC #501 - Timer Table - KMMC Digit Time

This parameter enables the amount of time a technician can program the system. The default timer is set to 30 seconds and maybe too short for most technicians. Change this to 255 seconds before proceeding to the next step.

MMC #501 - Timer Table - Transfer Recall

This timer MUST be set higher than the Forward No Answer timer in 502 for calls to forward to the voicemail correctly. The default setting is 15 seconds. Recommended is 30 seconds.

MMC #502 - Forward No Answer Timer

The DCS allows the No Answer Timer to be programmed on a PER STATION basis. This is a system wide feature on most phone systems, and customers prefer the capability of programming this by station. The system default is 15 seconds but may be changed based on customer needs. Be sure this is a lower number than Transfer Recall setting in MMC #501.

MMC #207 - Assign VM/AA Port

The SLI ports must be designated as NORMAL or VMAA. MMC 726 will not function properly unless MMC 207 is set. Assign the SLI ports connected to the voicemail ports as VMAA ports.

MMC #300 - Customer On / Off Per Station

VMAA Forward - Default is ON. This feature allows intercom calls to forward to voicemail.

MMC #600 - Assign Operator Group

Most customers use an operator during the day mode and the voicemail auto attendant in the night mode. Many of those customers also prefer the voicemail system to answer overflow calls from the operator during the day. If the attendant can't answer a call within XXX seconds, the call overflows to voicemail. To program overflow from the operator group to the voicemail group, program the Overflow Timer and Next Port in MMC #600.

MMC #601 - Assign Station Group

Generally hunt group 505 is used for the voicemail ports, but any allowed hunt group number can be used. Use the following parameters:

Type	VMAA Group
Ring	Sequential
Overflow *	010
Grp Trsf	000
Wrap Up	000
Next Port **	500
Member ***	01-??

* **Overflow** Number of seconds before calls overflow to Next Port. See Next Port. You may change this setting if desired.

** **Next Port** Note that the entry here determines where calls go if all the voicemail ports are busy or not answered. We recommend the operator hunt group, which defaults to 500. Customize this for your installation.

*** **Member** All voicemail ports must be defined here. For every voicemail port make one entry.

MMC #602 - Station Group Name

The name assigned to the voicemail hunt group should be Voicemail.

MMC #726 - VMAA Options

This is the key to programming voice mail on the DCS. If the options listed here when programming are not available then **STOP**. Use the soft-keys and the volume control to reach the sub-menus.

Many of the settings listed below are required to disable call progress information and define the DTMF codes used by the voicemail. Please follow these options carefully:

EXT for DN1	Yes	
TRK for DN1	No	
EXT for DN2	No	
TRK for DN2	No	
Disconnect Signal	A	
Call Type ID		
	Direct Call	*
	All Forward Call	#
	Busy Forward Call	#
	NoAns Forward Call	#
	Recall	#
	Direct Trunk Call	NO
	Overflow	#
	DID Call	#
	Message Call	*
Separator	No	

Important: All default tone setting must be changed to NO.

Dial Tone	No
Busy Tone	No
Ringback Tone	No
DID No More	No
HDSET Answer	No
Speaker Answer	No

MMC #102 - Call Forward

The DCS allows call forwarding to be programmed via MMC codes and not just at each station. Save footsteps by programming via MMC 102. We suggest that each station with a voice mailbox assigned be programmed for Busy / No Answer forward to the voicemail hunt group (505 in our examples).

If desired, this can also be programmed at each station:

For Busy Forward -- Dial 602 + Hunt Group number for voicemail.

For No Answer Forward -- Dial 603 + Hunt Group number for voicemail.

IMPORTANT TIP:

Call forwarding is often cleared accidentally at individual stations. Be sure the on-site administrator knows how to forward phones to voicemail. It is not necessary to pick up the phone is hot dialing is enabled. Dial "603 505" for no answer forwarding. If busy forwarding is also desired, dial "602 505".

Transferring a Caller Directly to a Mailbox (DCS versions below 3.00)

The attendant may wish to transfer a caller to a voice mail box without first ringing the station. To accomplish this follow this procedure:

With the caller on the line, press a DSS key programmed for the voicemail hunt group or press <Transfer> and dial the voicemail hunt group. When the voicemail system answers, dial the mailbox number, press * and hang up. The caller will hear the personal greeting and can leave a message.

Transferring a Caller Directly to a Mailbox (DCS Versions 3.00 and higher)

Program DCS MMC 722 or 723 to add a voice mail transfer key to more or more phones. DCS documentation calls this the VT key (voice mail transfer key). When programming the VT key, always designate the voicemail hunt group number.

While talking with an outside caller, press the VT button, then either dial the mailbox number or press the corresponding DSS key for the desired party, then press Ans/Rls. The caller will be transferred to the desired voice mail box.

Important note: This version of DCS software does not allow adjustments to the VT button, and in particular to the timing of the DTMF tones. It is important that your initial greetings include a 1-2 second pause at the beginning of the recording. Otherwise the callers will hear the first second or two of the greeting.

Conclusion

If you need further assistance please contact DuVoice Technical Support Monday - Friday 8am - 5pm Pacific Time, (425)250-2393.